



STATE OF RHODE ISLAND



Non-Emergency Medical Transportation Program (NEMT)

Overview

Rhode Island Medicaid's Non-Emergency Medical Transportation (NEMT) Program is a resource for Medicaid beneficiaries who need transportation to and from medical appointments. Management of this program is contracted out to MTM, a transportation broker. MTM also manages the state's Elderly Transportation Program (ETP), and distribution of bus passes to our TANF (Temporary Assistance for Needy Families) population.

| Commonly-used Terms | |
|---------------------|--|
| Term | Definition |
| ETP | Elderly Transportation Program |
| NEMT | Non-Emergency Medical Transportation |
| TANF | Temporary Assistance to Needy Families, eligible to receive monthly bus passes |
| TP | Transportation Provider |
| Trip | One trip leg, either to or from the destination |

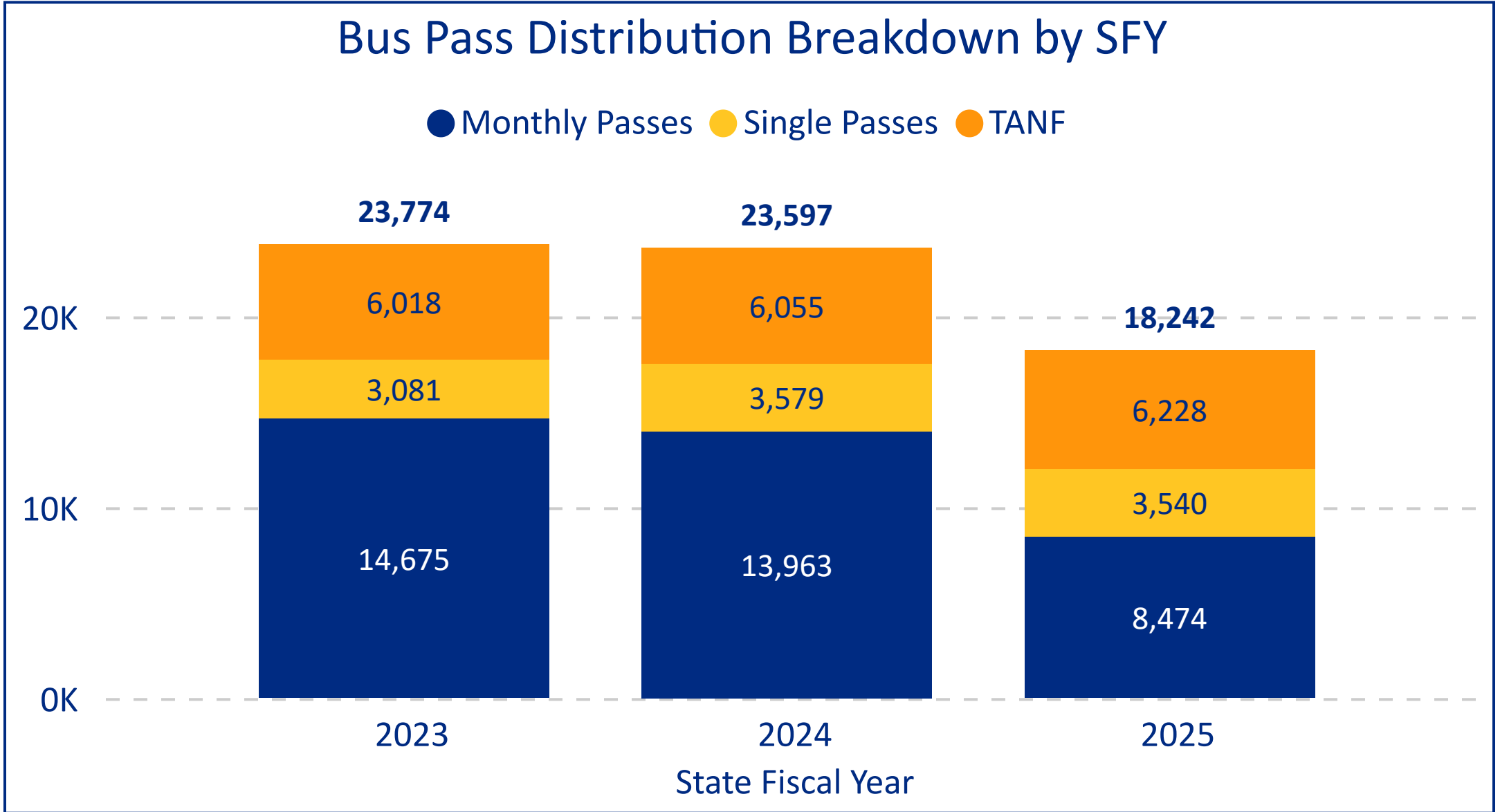
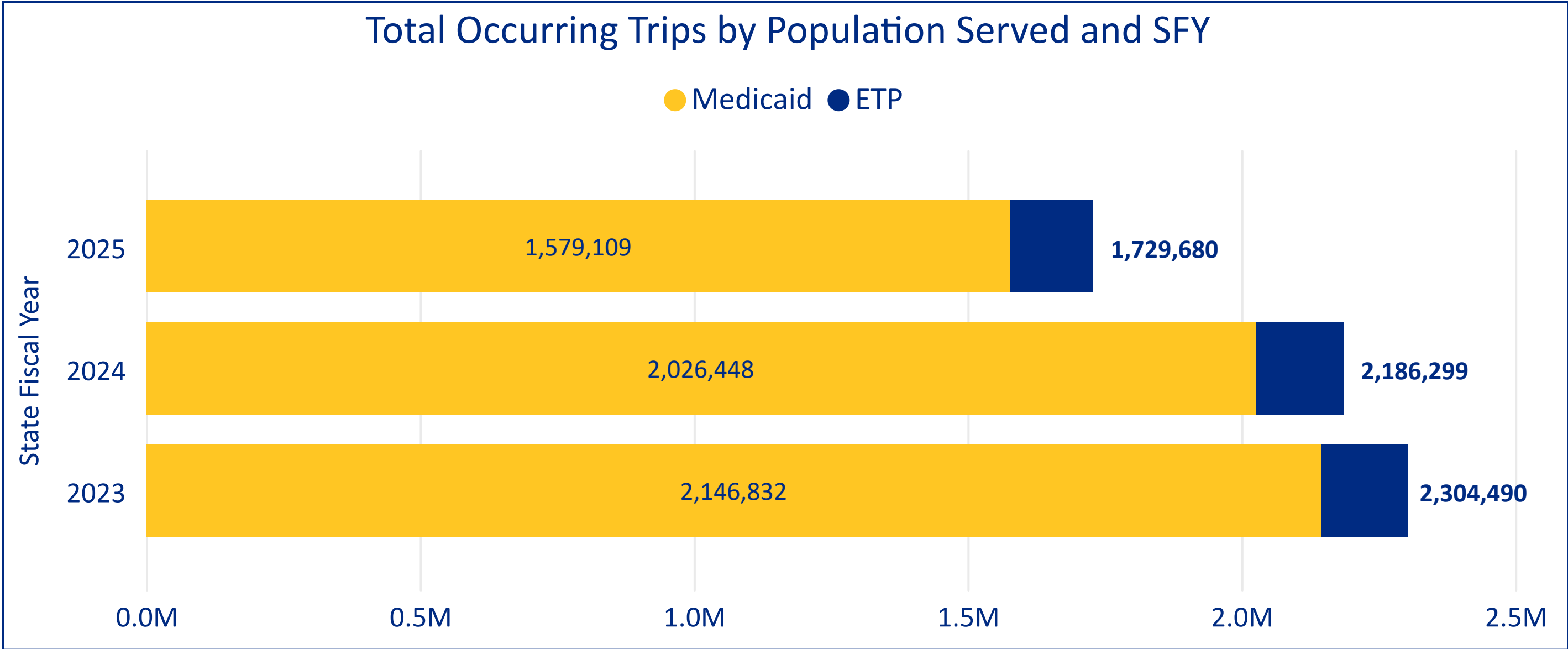
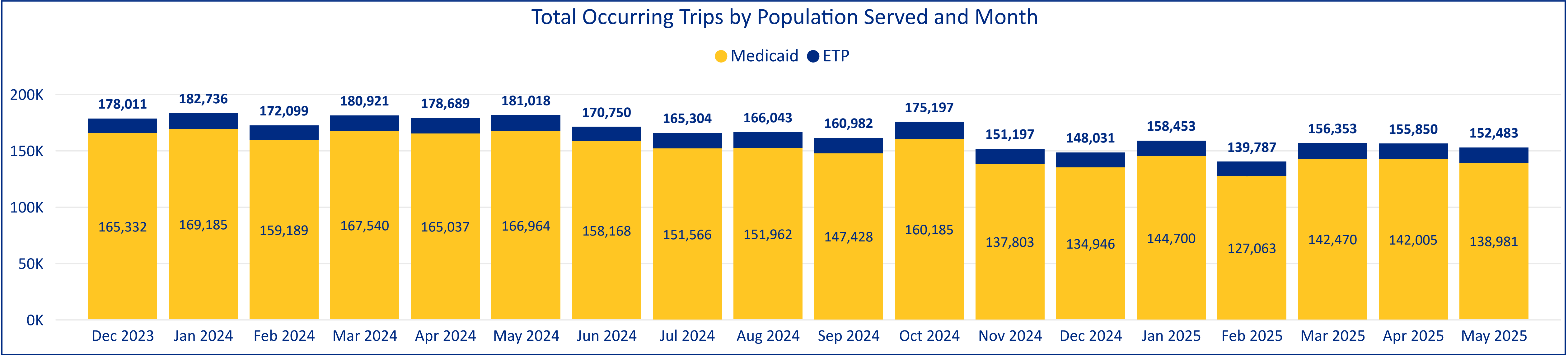
Annual data in this report refers to State Fiscal Years



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NEMT TRIPS

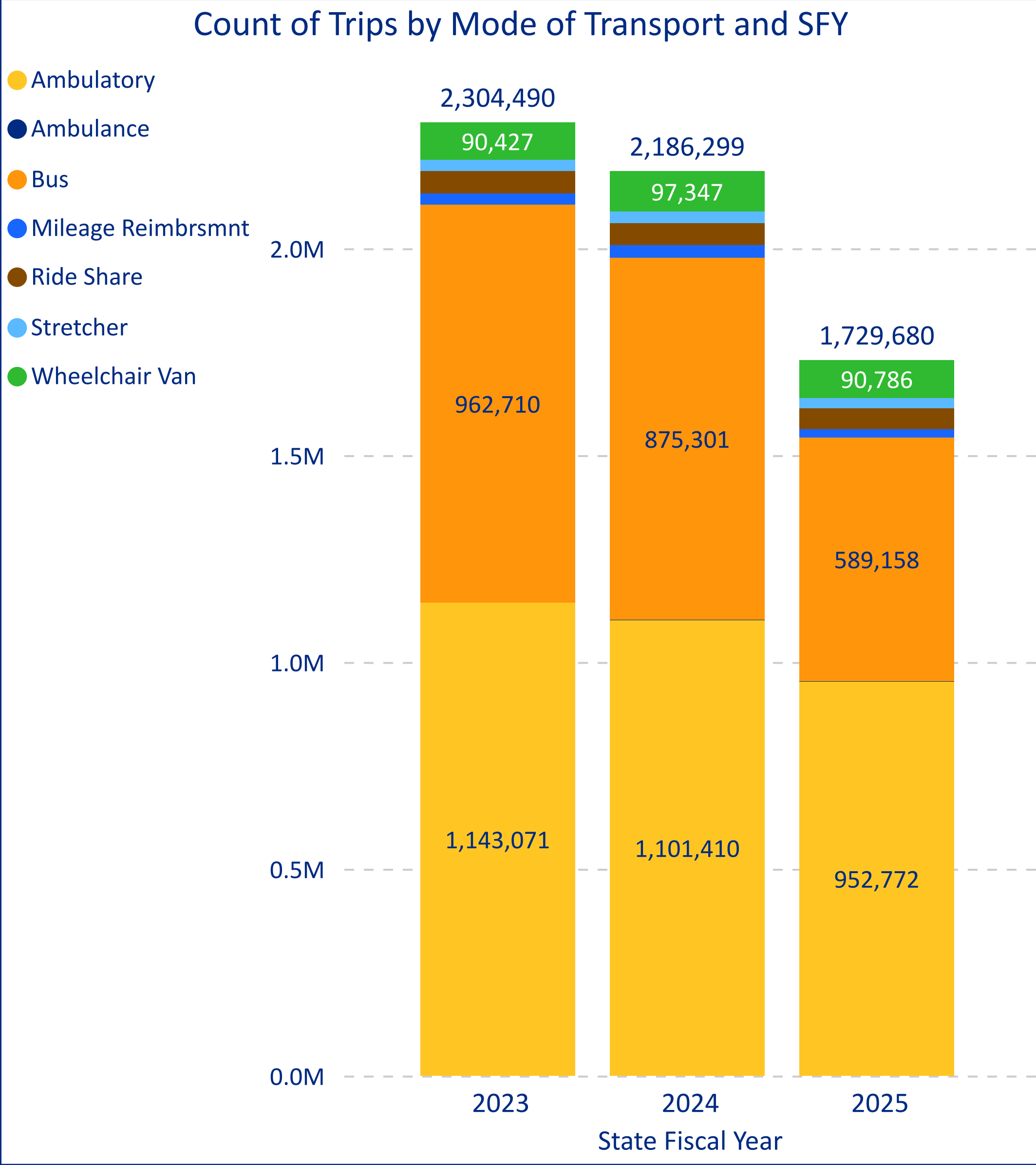




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MODE OF TRANSPORT



Count of Trips by Mode of Transport and Month

| Date | Ambulan ce | Ambulatory | Bus | Mileage Reimbrsmt | Ride Share | Stretcher | Wheelchair Van | Total Trips |
|----------|---------------|------------|--------|----------------------|------------|-----------|-------------------|-------------|
| ▼ | | | | | | | | |
| May 2025 | 104 | 89,122 | 47,651 | 1,715 | 3,240 | 2,572 | 8,079 | 152,483 |
| Apr 2025 | 99 | 90,772 | 48,568 | 1,937 | 3,351 | 2,631 | 8,492 | 155,850 |
| Mar 2025 | 87 | 89,037 | 50,524 | 1,806 | 4,002 | 2,619 | 8,278 | 156,353 |
| Feb 2025 | 97 | 80,397 | 44,069 | 1,550 | 3,790 | 2,310 | 7,574 | 139,787 |
| Jan 2025 | 106 | 86,058 | 55,296 | 1,805 | 4,471 | 2,498 | 8,219 | 158,453 |
| Dec 2024 | 129 | 79,556 | 52,203 | 1,579 | 4,218 | 2,332 | 8,014 | 148,031 |
| Nov 2024 | 125 | 83,143 | 51,324 | 1,642 | 4,405 | 2,228 | 8,330 | 151,197 |
| Oct 2024 | 141 | 94,728 | 61,229 | 1,862 | 6,002 | 2,349 | 8,886 | 175,197 |
| Sep 2024 | 84 | 84,151 | 59,499 | 1,825 | 5,486 | 2,114 | 7,823 | 160,982 |
| Aug 2024 | 110 | 87,383 | 60,532 | 1,830 | 5,471 | 2,209 | 8,508 | 166,043 |
| Jul 2024 | 116 | 88,425 | 58,263 | 2,149 | 5,731 | 2,037 | 8,583 | 165,304 |
| Jun 2024 | 111 | 86,069 | 68,557 | 2,098 | 3,813 | 1,997 | 8,105 | 170,750 |

Percentage of Trips by Mode of Transport and SFY

| SFY | Ambulance | Ambulatory | Bus | Mileage Reimbrsmnt | Ride Share | Stretcher | Wheelchair Van |
|------|-----------|------------|--------|-----------------------|------------|-----------|-------------------|
| ▼ | | | | | | | |
| 2025 | 0.07 % | 55.1 % | 34.1 % | 1.1 % | 2.9 % | 1.5 % | 5.2 % |
| 2024 | 0.04 % | 50.4 % | 40.0 % | 1.4 % | 2.5 % | 1.3 % | 4.5 % |
| 2023 | 0.01 % | 49.6 % | 41.8 % | 1.2 % | 2.4 % | 1.1 % | 3.9 % |



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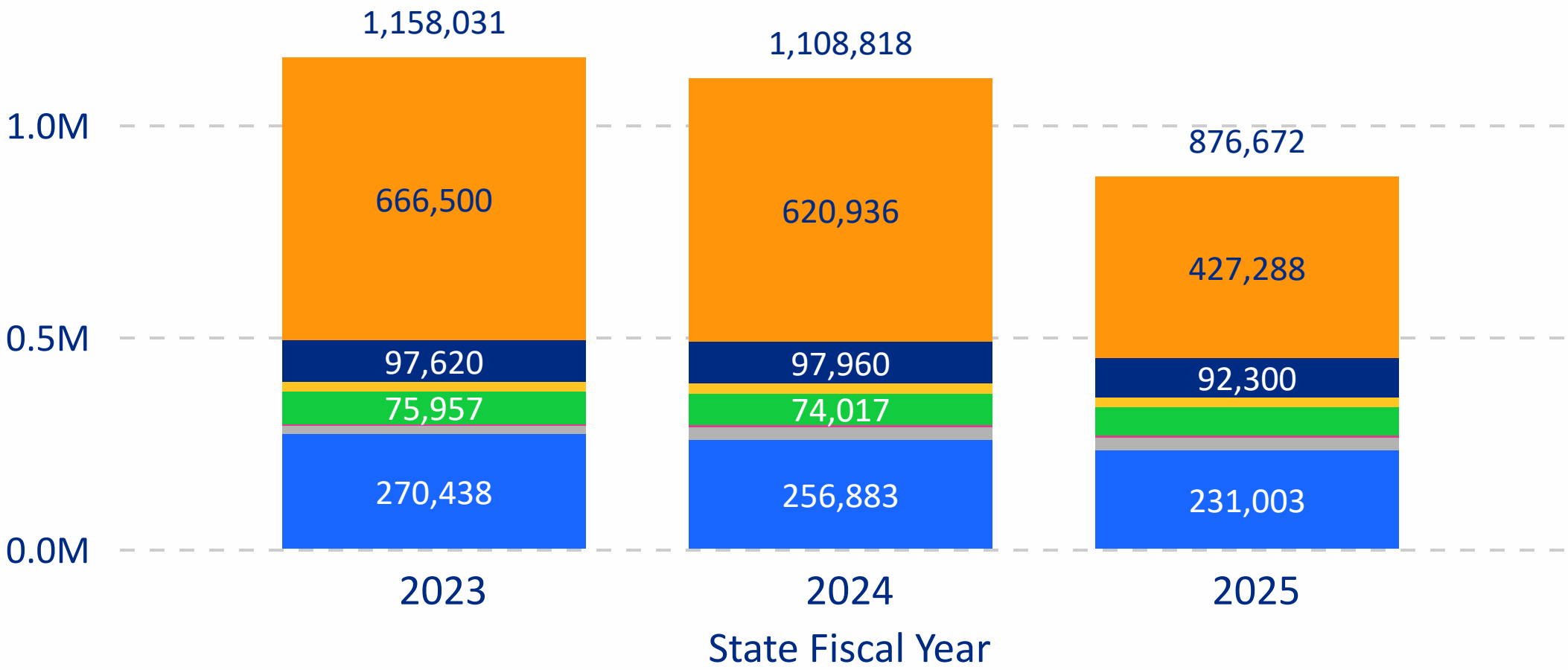
DESTINATIONS



Count of Trips by Destination and SFY

(Excludes Return Trips)

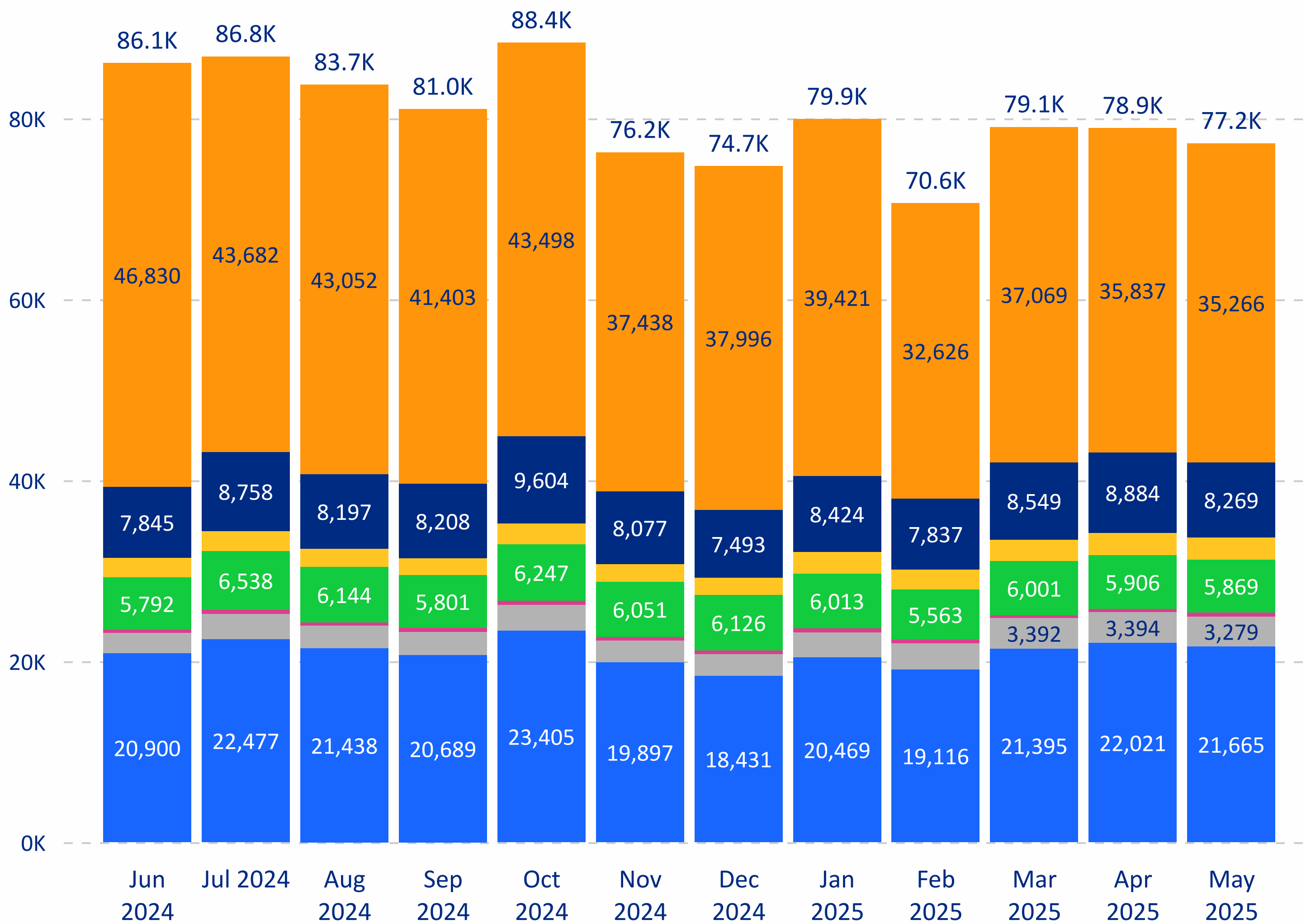
Adult Day BH Cancer Treatment Dialysis Other PCP/Specialist SUD



Count of Trips by Destination and Month

(Excludes Return Trips)

Adult Day BH Cancer Treatment Dialysis Other PCP/Specialist SUD



Percent of Total Trips by Destination and SFY

(Excludes Return Trips)

| Destination | 2023 | 2024 | 2025 |
|------------------|--------|--------|--------|
| Adult Day | 23.4 % | 23.2 % | 26.3 % |
| BH | 1.7 % | 2.7 % | 3.6 % |
| Cancer Treatment | 0.4 % | 0.5 % | 0.5 % |
| Dialysis | 6.6 % | 6.7 % | 7.6 % |
| Other | 2.0 % | 2.2 % | 2.8 % |
| PCP/Specialist | 8.4 % | 8.8 % | 10.5 % |
| SUD | 57.6 % | 56.0 % | 48.7 % |



STATE OF RHODE ISLAND

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COMPLAINTS

Complaints by Type and SFY

- Driver/Vehicle Related
- Early/Late Pickup
- MTM Customer Service
- Provider No-Show
- Unclassified

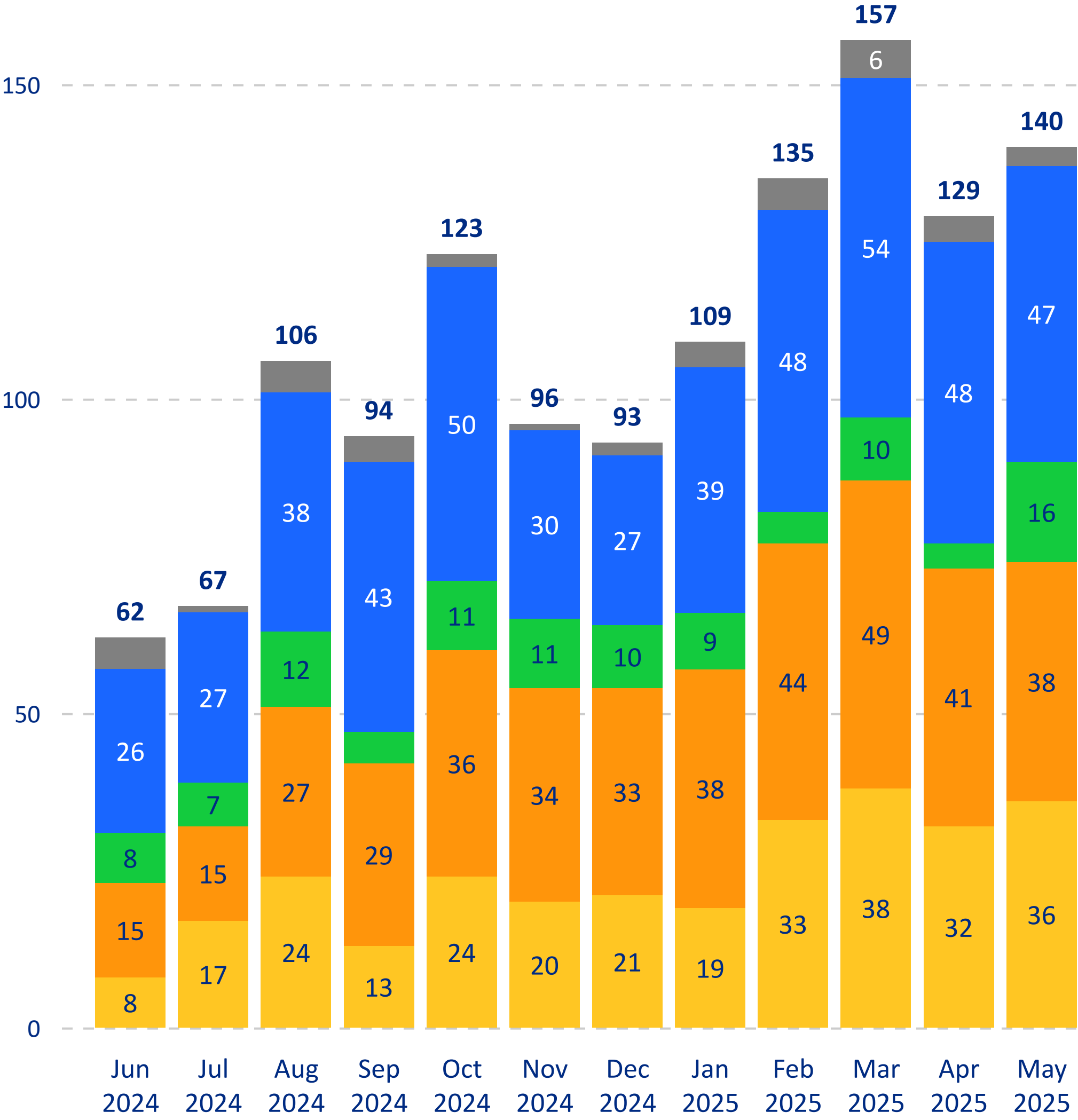
| SFY | Complaint % of Scheduled Trips (Excluding Bus) |
|------|--|
| 2025 | 0.07 % |
| 2024 | 0.05 % |
| 2023 | 0.06 % |



Complaints by Type and Month

- Driver/Vehicle Related
- Early/Late Pickup
- MTM Customer Service
- Provider No-Show
- Unclassified

| Month | Complaint % of Scheduled Trips (Excluding Bus) |
|----------|--|
| May 2025 | 0.09 % |
| Apr 2025 | 0.08 % |
| Mar 2025 | 0.10 % |
| Feb 2025 | 0.10 % |
| Jan 2025 | 0.07 % |
| Dec 2024 | 0.06 % |
| Nov 2024 | 0.06 % |
| Oct 2024 | 0.08 % |
| Sep 2024 | 0.06 % |
| Aug 2024 | 0.07 % |
| Jul 2024 | 0.04 % |
| Jun 2024 | 0.04 % |





STATE OF RHODE ISLAND

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PERFORMANCE STANDARDS



Performance Standards Status by Month

| Date | Routine Complaints | Escalated Complaints | Life Sustaining Complaint Free | Complaints from Public | Calls Handled by RI CCRs | Ride Share | No Shows | Turn Backs |
|----------|--------------------|----------------------|--------------------------------|------------------------|--------------------------|------------|----------|------------|
| ▼ | | | | | | | | |
| May 2025 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Apr 2025 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Mar 2025 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Feb 2025 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Jan 2025 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Dec 2024 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Nov 2024 | ✓ | ✓ | ✓ | ✓ | ✗ | ✓ | ✓ | ✓ |
| Oct 2024 | ✓ | ✓ | ✓ | ✓ | ✓ | ✗ | ✓ | ✓ |
| Sep 2024 | ✓ | ✓ | ✓ | ✓ | ● | ✗ | ✓ | ✓ |
| Aug 2024 | ✓ | ✓ | ✓ | ✓ | ● | ✗ | ✓ | ✓ |
| Jul 2024 | ✓ | ✓ | ✓ | ✓ | ● | ✗ | ✓ | ✓ |
| Jun 2024 | ✓ | ✓ | ✓ | ✓ | ● | ✓ | ✓ | ✓ |

| Status | Definition |
|--------|------------------------------|
| ✓ | Performance Standard Met |
| ✗ | Performance Standard Not Met |
| ● | N/A |

Updated performance Standards as of July 1, 2024

| Performance Standard | Definition |
|----------------------------------|---|
| ▲ | |
| % of Calls Handled by RI CCRs | 70% of calls on RI main line must be routed to RI dedicated CCRs |
| Complaints from the Public | Less than 5% of all complaints shall be from a member of the public calling about hazardous or unsafe driving |
| Escalated Complaints | 90% of escalated complaints must be resolved in two (2) business days |
| Life Sustaining Complaint-Free % | Total trips for dialysis, oncology, and substance use disorder treatment services must have a complaint free rate no lower than 99.9% |
| Ride Share | Ride Share usage must be less than 5% of total trips per month |
| Routine Complaints | 90% of routine complaints must be resolved in five (5) business days |
| TP No Shows | No shows must be less than or equal to .20% per of total trips per month |
| TP Turnbacks | Turnbacks must be less than or equal to 4% of total trips per month |

*Rate threshold for complaints from life sustaining trips (Dialysis, Oncology, SUD) have been adjusted over time.
Jan 2022 to Oct 2023: 0.08%
Nov 2023 to June 2024: 0.05%
July 2024 to present: 0.01%

Data Updated: 6/30/2025

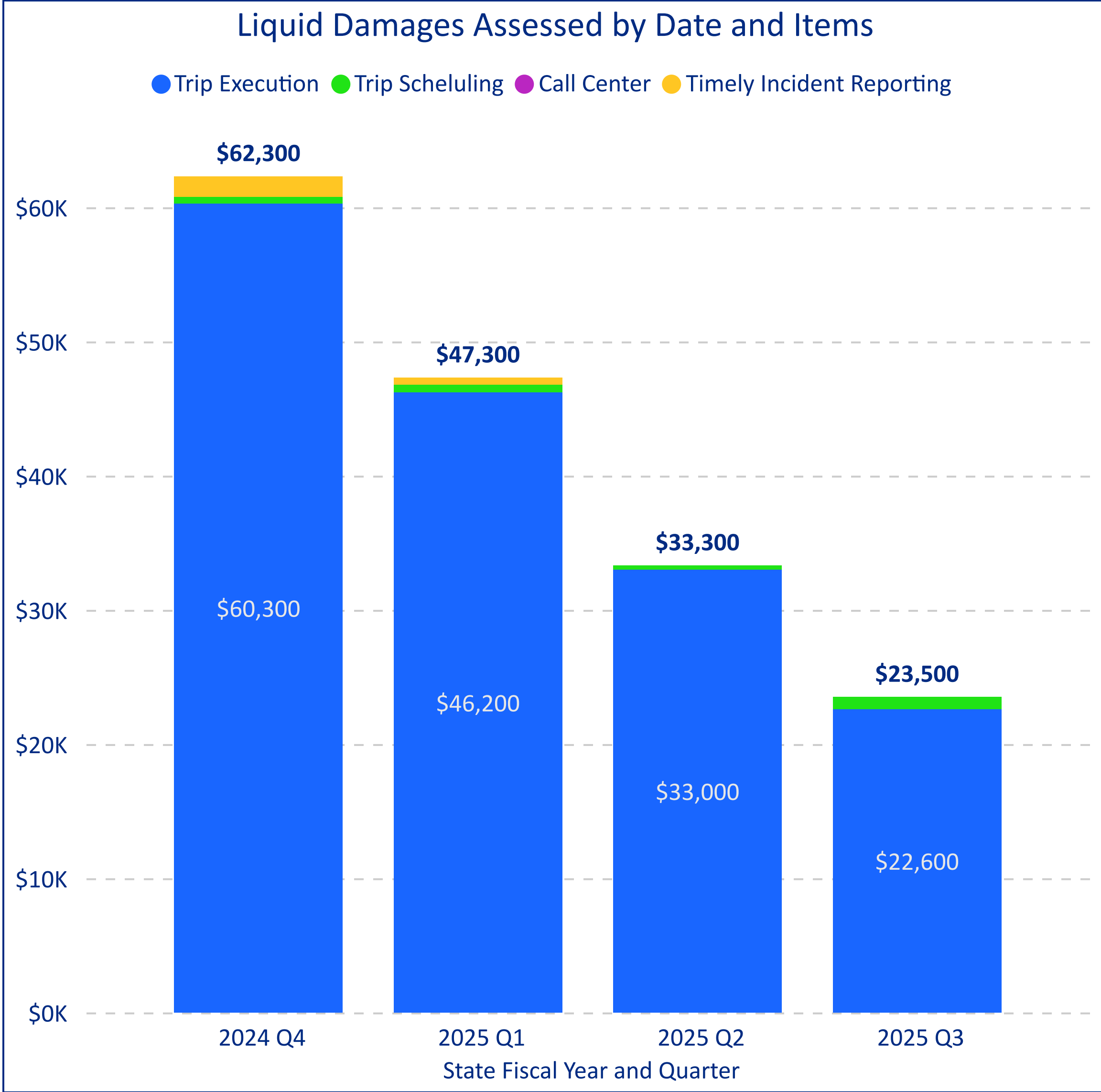


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LIQUIDATED DAMAGES

(Quarterly)



| Liquid Damages Assessed by State Fiscal Year and Quarters | | | | |
|---|----------|----------|----------|----------|
| Items | 2024 Q4 | 2025 Q1 | 2025 Q2 | 2025 Q3 |
| Timely Incident Reporting | \$1,500 | \$500 | \$0 | \$0 |
| Call Center | \$0 | \$0 | \$0 | \$0 |
| Trip Scheluling | \$500 | \$600 | \$300 | \$900 |
| Trip Execution | \$60,300 | \$46,200 | \$33,000 | \$22,600 |
| Total | \$62,300 | \$47,300 | \$33,300 | \$23,500 |

| Items | Definition |
|---------------------------|---|
| Timely Incident Reporting | Failure to report to EOHHS an accident, injury or incident that has occurred in conjunction with a scheduled trip if a member was present in the vehicle. Accidents, injuries, and incidents shall be reported to EOHHS within six (6) hours or sooner from the time of the complaint/incident. |
| Call Center | Failure to answer at least 95% of incoming Member information telephone calls within 30 seconds in a given month. |
| Trip Scheluling | Failure to schedule valid non-dialysis and non-oncology service requests. |
| Trip Execution | Failure to fulfill a verified trip request safely and on-time. |

MTM has satisfactorily resolved the Corrective Action Plan for Ride Share Requirement Compliance on April 18, 2025.